

GENERAL TERMS AND CONDITIONS

TURKISH AIRLINES OPEN 2025

Position at APRIL 01, 2025

1. CONTRACTING PARTIES AND SCOPE OF APPLICATION

The organizer of the TURKISH AIRLINES OPEN is ULUEFE SPOR ORGANİZASYONLARI LİMİTED ŞİRKETİ, PALMIYE MAH. 1204 SK. ATA APT. ATA APARTMANI NO: 14 İÇ KAPI NO: 4 YENİŞEHİR/ MERSİN with the Tax ID No.: 8890814303 (hereinafter called "the organizer").

The organizer shall be entitled to conclude contracts relating to the purchase of admission tickets with end customers within the framework of ticket marketing in its own name and for its own account. However, we shall also be entitled to use agents and subagents and issue them with sub-powers of attorney to sell tickets for the TURKISH AIRLINES OPEN.

Legal relationships shall only come about between the customer and the organizer through the purchase of an admission ticket for the purpose of attending the event. The event shall be implemented by the organizer on its own responsibility. The organizer shall therefore also have sole and exclusive responsibility to organize and stage the event. With regard to the relationships between the customer and the organizer on account of the purchase of admission tickets for the event, the organizer may use its own General Terms and Conditions which the customer shall observe if necessary. In particular, the particular organizer may make access to and attendance at the event dependent on prior acceptance of its General Terms and Conditions by the customer.

The company Prague Media Boutique s.r.o., Pod Pekařkou 107/1, 147 00 Prague - Czechia, a agent (broker) of the organizer, shall be authorized and entitled as an online and onsite ticket shop operator to broker purchase contracts relating to admission tickets between the organizer and end customers. Prague Media Boutique s.r.o. shall therefore also be entitled and authorized in this respect to conclude and process purchase contracts for the organizer, and especially to place orders for admission tickets and handle payments. However, Prague Media Boutique s.r.o. itself is also not an event organiser.

2. COMING ABOUT AND PERFORMANCE OF THE CONTRACT

The customer shall select admission tickets for the TURKISH AIRLINES OPEN via the item "Tickets" in the Ticket Shop. In the area "Select number" the customer shall select the required number of tickets for his requested category and add them to the Shopping Basket by clicking on the adjacent shopping basket symbol. Once the customer has made his selection, clicking the box "Shopping Basket" below brings him to the Shopping Basket where he can recheck and, if necessary, change his ticket selection and their number. The order process shall be continued by clicking the "Continue to payment" box. After adding other order information, the customer shall then make a binding offer to conclude a purchase contract relating to the selected admission ticket(s) by clicking on the box 'Place order and pay'. Before sending the order, the customer can read, check and change his information at any time. The customer may only make an offer if he has accepted these General Terms and Conditions and the Data Protection Regulations by ticking the box 'I agree Terms and Conditions of Prague Media Boutique s.r.o.'

Limitations may apply on the number of orders allowed per promotion, per price category, per order or per promotion. customer. However, these limitations will always be displayed to the customer when placing an order. If the requested order can be fulfilled as requested, Prague Media Boutique s.r.o. will send the order number to the Customer in a confirmation email on behalf of the Promoter. Prague Media Boutique s.r.o. will only accept the customer's offer to enter into a contract on behalf and for the account of the organiser after the customer has received this number. A binding contract is formed between the customer and the organizer.

The customer shall therefore purchase admission tickets in his own name and for his own account. Access to the event shall be subject to prior payment of the purchase price to Prague Media Boutique s.r.o. (payment card through the Revolut online payment gateway. Payment by credit card may be subject to a fee, The customer will be informed of the amount of the possible fee before making the payment), If payment is not received by Prague Media Boutique s.r.o. before the date of validity of the purchased access authorization (ticket), the ticket shall no longer be valid for access to the event and shall be blocked. If the customer has purchased reduced tickets or free tickets, they shall each be subject to certain conditions for free use as shown in the Ticket Shop (age, school pupil, student, person accompanying disabled people, disabled people). The corresponding evidence in these cases shall be produced when accessing the event. Otherwise, the ticket shall cease to be valid and access to the event shall be denied. General Terms and Conditions of the customer shall not apply, even if their validity is not separately disputed

in an individual case. The relevant contracts shall be concluded in English and (or) Turkish. Information in English facilitates their execution.

3. RIGHT OF WITHDRAWAL

A right of withdrawal shall not exist. For customers who are consumers excludes the right of withdrawal for contracts for services related to leisure activities if the contract provides for a specific date or a period of performance. Every order for admission tickets shall therefore be binding directly after receipt of the confirmation e-mail and shall obligate the customer to accept and pay for the ordered admission tickets.

4. TOTAL PURCHASE PRICE AND PAYMENT TERMS

All prices shown in the Ticket-Shop shall include the latest rate of VAT. Any postage costs, handling charges and any other fees shall be shown to the customer on the order form and shall be paid by the customer. Depending on technical availabilities, payment shall be made by payment card (Visa, Mastercard), ApplePay and GooglePay. The respective total price including all costs and fees shall become due for payment as soon as the contract has been concluded.

5. DISPATCH AND LOSS OF TICKETS, COMPLAINTS

After placing and paying for the order, the customer can download the tickets immediately from their e-mail. The customer will receive a confirmation e-mail from Prague Media Boutique s.r.o. to the electronic address (e-mail) provided by the buyer when placing the order. In this e-mail, the customer will find the pdf file - ticket and link via which he can save his wallet tickets at any time or directly place them in a suitable wallet app on his smartphone. The option of 'postal dispatch' or picking up the tickets at the event shall not be available. An incorrectly issued ticket shall be replaced by the dispatch partner. The customer shall be obliged to check the accuracy of the ticket which he receives in order to arrange, if necessary, a replacement delivery by the dispatch partner in good time before the start of the event.

6. LIABILITY AND WARRANTY

Liability for slight negligence shall be limited to the infringement of important contractual obligations, e.g. obligations which the purchase contract imposes on the organizer with regard to its content or the fulfilment of which is essential for due execution of the purchase contract on whose fulfilment the customer may regularly depend. In the event of slightly negligent infringement of important contractual obligations, however, the organizer's liability shall be limited to the amount of typically foreseeable damage. This liability restriction shall not apply to damage which is caused through gross negligence or intentionally, nor to loss of life, physical injury or damage to health. The organizer is responsible for the accuracy and completeness of the information provided in the Online Ticket Shop. This provision shall apply, in particular, but not exclusively to data and information relating to the event date, the event venue, viewing facilities, the event programme or the participants in the event. The customer shall enter the tournament venue and watch the event at his own risk. Sole liability shall rest with the organizer.

7. RELOCATION, CANCELLATION OF THE EVENT

The organizer shall reserve the right to change the date and/or venue of the event or cancel it entirely for good cause (especially force majeure, strike, pandemic, official regulations). The information regarding the individual events, especially the venue, date and time, shall be provided by the organizer. Liability for the accuracy of the information published in the Ticket Shop may therefore only be accepted within the framework of liability according to Section 6. The customer shall be obliged to obtain information about the event in good time, but at the latest on the day of the event, by visiting the official website, looking at social media channels (facebook, Instagram) or reading the daily press. If the event is canceled, postponed or canceled due to force majeure, the ticket price will not be refunded. If the event is moved to another location, the tickets shall remain valid for the alternative date. The customer shall be entitled to cancel his ticket in this case. If the event is cancelled, all ticket purchases shall be cancelled automatically and the customer shall receive a full refund of the purchase price via the payment method selected during the purchase transaction.

8. BAN ON RESELLING ADMISSION TICKETS

The organizer sale of admission tickets solely to end customers. It shall not be permitted to resell admission tickets. In the event of infringements of the resale ban, the organizer shall reserve the right to block the admission ticket(s) in question.

9. FINAL PROVISIONS AND PLACE OF JURISDICTION

Turkish law to the exclusion of the UN Convention on the International Sale of Goods (CISG) shall apply to the order and all legal disputes arising from the order and its execution.

Antalya shall be the sole place of jurisdiction for all current and future claims arising from the business relationship with merchants, including cheques and bills of exchange. The same place of jurisdiction shall apply if the customer does not have a general place of jurisdiction in Turkey, moves his place of residence or habitual abode from Turkey to another country after concluding the contract or his place of residence or habitual abode is not known at the time legal proceedings are commenced.

10. OUT-OF-COURT RESOLUTION OF DISPUTES

In accordance with legal regulations, we are obliged to inform you irrespective of our participation in alternative dispute resolution proceedings that the European Commission has established an platform for Online Dispute Resolution (ODR) for out-of-court settlement of consumer law disputes. You can find this platform at: <http://ec.europa.eu/consumers/odr/>.

Our e-mail address is: contact@uluefesportevents.com

11. CONTACT DATA OF THE TICKET SHOP OPERATOR

Prague Media Boutique s.r.o.

Pod Pekařkou 107/1

147 00 Prague, Czechia

Phone: +420 602 173 360

e-mail: hello@prague-media.cz

Municipal Court in Prague, Reg. No: 07728760

VAT registration number: CZ07728760

12. CONTACT DATA OF THE ORGANIZER

ULUEFE SPOR ORGANİZASYONLARI LİMİTED ŞİRKETİ

PALMIYE MAH. 1204 SK. ATA APT. ATA APARTMANI NO: 14

İÇ KAPI NO: 4 YENİŞEHİR/ MERSİN

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